

JOB TITLE: Human Resource Administrator
DEPARTMENT: Town Administration

GRADE: P-8
DATE: February 2017

The following description is a general summary of responsibilities with some specific duties. It is not a total delineation of all duties nor does it limit the responsibilities to those stipulated. Position functions as a part of overall municipal team to ensure effective and efficient municipal operations.

DEFINITION:

Responsible for the day-to-day operations of the Human Resource Department; performs professional and administrative duties to employee/retiree benefit programs, personnel policies, procedures and collective bargaining agreements, classification and compensation plans.

SUPERVISION:

Works under the general direction of the Town Administrator and/or Assistant Town Administrator, the employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee is expected to solve through experienced judgment most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Has regular access at the town-wide level to confidential information, i.e. personnel records of all town employees, insurance records of all town/school personnel and retirees, with limited access to criminal investigations, court records, and financial records.

DISTINGUISHING CHARACTERISTICS:

1. Follows departmental rules, regulations and policies requiring the ability to plan and perform operations, to complete assigned task or tasks according to prescribed time schedules, but referring unusual problems to superior.
2. Performs routine or standardized work, which involves proper organization and choice of action requiring the application of established rules and procedures which may affect the quality, accuracy, or utility of results.
3. Work involves frequent contact with others, within and outside, the organization to obtain or furnish information. These interactions require tact and a thorough knowledge of department policies and programs.
4. Errors of omission or commission, due to inaccuracies in reports or basic records could cause substantial costs to individuals and the Town.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position

EXAMPLES OF WORK: Included but not limited to:

1. Manages and administers the health, dental, life insurance programs and flexible spending accounts for all town and school employees and retirees; explains benefit plans, costs and procedures, advising employees and eligible retirees of benefit options; assists employees with enrollment changes and termination of benefits, ensuring that the correct payroll deductions are put in place.
2. Processes payment for medical, dental and life insurance invoices. Verify that all new enrollees, change in coverage, cancellations have been processed. Notify payroll and/or retirement boards (MTR & NCR) of change in employee/retiree deductions. Reconciles account lists with payments, resolves billing, cancellation or changes of coverage problems with the insurance carriers. Organize and oversees the

- open enrollment process; sends notification to all employees and retirees to provide updated insurance information on benefits and cost.
3. Reconciles insurance payments received from retirees, deposits funds and follows up on non-payments.
 4. Conducts audits semi-annually to ensure that payroll and retirement deductions coincide with insurance invoices.
 5. Process life insurance claim form for deceased employee/retiree. Meet one-on-one with beneficiary of deceased employee/retiree. Provide information to surviving spouse on the continuation of medical insurance coverage.
 6. Assures that assigned area of responsibility is performed within budget.
 7. Acts as liaison to benefit providers MIIA, Delta Dental, Boston Mutual Life, Blue 20/20 Vision and CPA125 Flex spending vendors.
 8. Add/update/delete insurance information on the Town's website.
 9. Administrative liaison to the Employee's Insurance Advisory Committee. Schedules meeting, prepares agenda, takes and transcribes minutes in report form, provide information as to recommended rates, costs, refunds of insurance and/or to introduce new programs.
 10. Administers and coordinates Workers' Compensation program for all town and school personnel (excluding Police & Fire), process paperwork, enter work related injury for carrier online. Tracks injuries for time lost, medical treatment received and compensation paid to ensure compliance with all laws and regulations. Notify payroll of reduced wages while receiving worker's comp compensation.
 11. Coordinate the hiring of new employees which includes post/advertising of vacancies, provide copies of resumes/applications for screening committee, schedules interviews and pre-employment physical for selected candidate, send letters to all individuals that applied at completion of filling position. May participate in the interview process and assist in the selection of final candidate. Provide necessary paperwork to new hire including benefits offered and employment policies
 12. Monitors and processes Personnel Action Request forms i.e. new hires/rehires, promotions, transfers, merit/step/cost of living increases and terminations including adding to or changing the database in the Payroll/Human Resource program.
 13. Oversee the administration of the compensation and classification plans in accordance with the Town's policies and Personnel By-laws; conduct salary surveys to determine organization's market relationship. Reviews salary actions to ensure conformance with established guidelines and policies.
 14. Processes Personnel Action Requests forms for new hires/rehires, promotions, transfers, merit/step, cost of living increases and terminations; May consult with management on compensation actions for employees.
 15. Administers the employee performance appraisal system for all town personnel; ensure that all evaluations are completed on an annual basis.
 16. Prepares employee separation notices and related documentation; conducts exit interviews to determine reasons behind separations.
 17. Responsible for the accrual process; ensures that time cards are submitted on a weekly basis; monitors and update the sick, vacation, personal, compensatory time accruals/usages database for all town employees on a monthly basis
 18. Ensures that vacation time accrual/usage is in accordance with the Personnel By-laws and/or union contracts.
 19. Provide accrual/usage reports to administration on a monthly basis.
 20. Oversee the sick leave banks for the non-union, clerical, DPW, Fire and Police, ensures that policy and procedure are being followed.
 21. Serves as Town representative for the Clerical, DPW, Fire and Non-union Sick Leave Bank Committees.
 22. Provide detailed spreadsheet for budget process, developing cost projections for employee/retiree benefits programs (health, dental, life, flexible spending account, cost of living/step increases).
 23. Provide indirect cost on health insurance for school and sewer & water department personnel for Town Accountant.
 24. Provide fiscal year end accrual value report for Auditors;
 25. Monitors revenues and expenditures in assigned area to assure sound fiscal control.
 26. Completes reports as required – Equal Employment Commission, Affirmative Action, IRS/SSA/CMS (Centers for Medicare & Medicaid Services)
 27. Provides assistance to Town Administration on a variety of functions, which may change over time i.e. preparing costs estimates for union negotiations; cost factor in changes of health insurance coverage, etc.

28. Serves as secretary to the Personnel Board; attend night meeting, prepare agendas, takes, transcribes and presents in report form minutes of meetings. Prepares correspondence when necessary. Assist in the preparation of the budget; Assist in review of relevant by-laws, providing, when requested, research and input to funding ramifications of implementation. Responsible for updating any amendments, changes, additions or deletions to By-laws that were approved by Town Meeting. Send copies of revised by-laws and updated salary schedule to non-union personnel for their file. May consults with legal counsel to ensure that policies comply with federal and state law.

DESIRABLE QUALIFICATIONS:

Training and Experience: Bachelor's Degree in Business (preferably in Human Resource) or related field; five to seven years' experience in human resource and insurance benefits administration or any equivalent combination of education and experience.

Knowledge, Abilities, and Skills: Knowledge of health, life, dental insurance plans and programs. Working knowledge of Chapter 32B of the Massachusetts General Laws. Knowledge of application of public records law, HIPAA, collective bargaining statutes and regulations. Considerable knowledge of policies and practices of personnel and human resources administration; thorough knowledge of employee classification, compensation and benefits. Ability to carry out assigned projects to their completion; ability to communicate effectively verbally and in writing; ability to establish and maintain effective working relationships with employees, Town officials, retirees and the general public. Ability to respond to general or specific questions regarding policies or procedures and to recognize those instances when inquiries should be referred to a superior or to a policy board. Must possess good written and oral communication skills. Ability to multi task and to handle stressful situations. Proficiency with computer software applications including database, spreadsheet, word processing and other computer software. Ability to respect and abide by confidentiality rules and regulations; able to communicate with employees to secure appropriate input for effective benefits administration; work independently.

TOOLS AND EQUIPMENT USED:

Personal computer including word processing, spreadsheet, and database software; mainframe computer system, calculator, telephone, copy machine, printer, fax machine, postage machine.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands to finger, handle, or feel objects, tools or controls and reach with hands and arms. The employee is occasionally required to walk.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to quiet; Work is performed primarily in an office.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.

New: July 1987
Revised: September 1997
Revised: November 2003
Revised: February 2017